



USER'S MANUAL  
Part 2

## Telephone with Caller ID 958

DRAFT  
6/3/02



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Information, Visit Our Website At  
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Please also read  
**Part 1 — Important  
Product Information**

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Printed in China. Issue 1AT&T 06/02

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# BEFORE YOU BEGIN

## About Caller Identification (Caller ID)

This product has a Caller ID with Call Waiting feature that works with service from your local phone service provider.

Caller ID with Call Waiting lets you see who's calling before you answer the phone, even when you're on another call.

You may need to change your phone service to use this feature. Contact your phone service provider if:

- You have both Caller ID and Call Waiting, but as separate services (you may need combined service)
- You have only Caller ID service, or only Call Waiting service
- You don't subscribe to any Caller ID or Call Waiting services.

You can use this product with regular Caller ID service, and you can use this product's other features without subscribing to either Caller ID or combined Caller ID with Call Waiting service.

There are fees for Caller ID services, and they may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

## About Call History

This phone assigns each incoming call a number from 1 to 99. The most recent call will have the highest number. When the memory is full, the oldest call information is deleted to make room for new incoming call information.

If you answer a call before call information appears on the screen, it will not be in the call history.

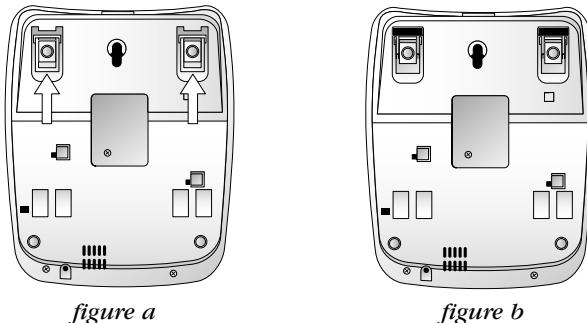
## About Home Area Code and Local Area Codes

Always program your home area code, and, if you need them, up to four local area codes (see "Set Home Area Code" and "Set Local Area Codes" on pages 7). Programming these area codes will change how numbers are displayed in the call history, and will allow for correct operation of the Display Dial feature.

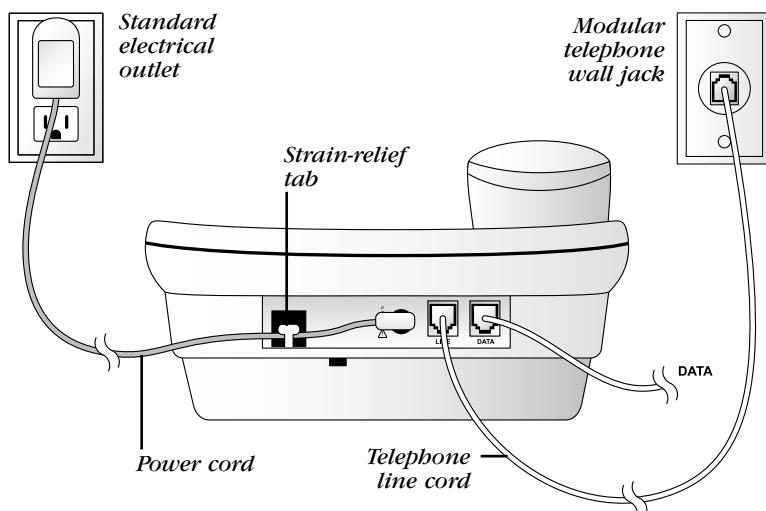
# INSTALLATION

## Table/Desktop Installation

- 1 (Optional) You can adjust how much the phone tilts by flipping out the "feet" underneath the phone. Place your thumbs as shown in figure a and flip the feet over. They will look like figure b.



- 2 Connect the line cord to the telephone.



- 3 Thread the power cord through the strain-relief tab, then plug it into the jack labeled POWER.

**⚠** Use only the power cord supplied with this product.  
If you need a replacement, call 1 800 222-3111.

# INSTALLATION

- 4 Connect the line cord to a modular jack.**
- 5 Connect the power cord to a standard electrical outlet not controlled by a wall switch.**

*NOTE: When you first plug in the power cord, the screen displays WHICH LANGUAGE?. Follow the programming steps on page 6 after installation is complete.*

- 6 Connect the handset to the telephone.**

Plug the coiled cord into the handset jack on the side of the phone. Plug the other end of the coiled cord into the handset, then hang up.

- 7 Check for dial tone.**

Lift the handset and listen for a dial tone. If you cannot hear a dial tone, press VOLUME □. If you still do not hear a dial tone, see the IN CASE OF DIFFICULTY section of this manual.

Your phone will work immediately after installation using the default feature settings (see "Feature Summary" on page 8).

*NOTE: If you subscribe to Caller ID services from your local telephone service provider, you must follow the instructions in "Set Home Area Code" for your phone to properly recognize and dial calls (see page 7). You may also need to "Set Local Area Codes" (see page 7).*

*NOTE: This phone can be used to make and answer calls with the handset without connecting the power card. The speakerphone will only work if the power cord is properly connected.*

# INSTALLATION

## Wall Installation

**1 Reposition the base wedge for wall use.**

Make sure the pull-out feet are not extended. Press on the base wedge as shown in figure a to remove the wedge. Turn the wedge so that the larger end is toward the bottom of the telephone.

Reattach the wedge by positioning it as shown in figure c and pressing in the direction of the arrows until it locks in place.

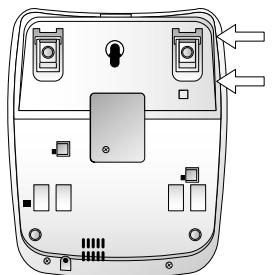


figure a

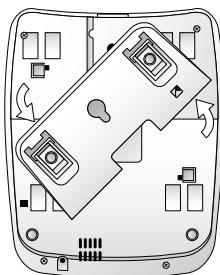


figure b

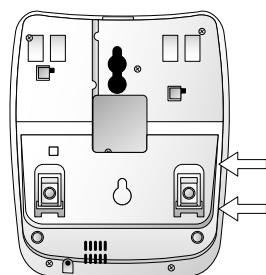
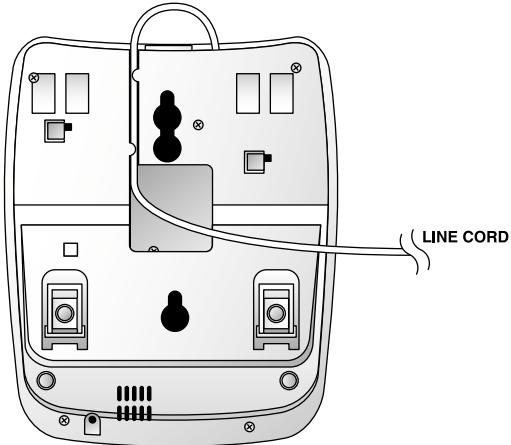


figure c

**2 Connect the line cord to the telephone.**

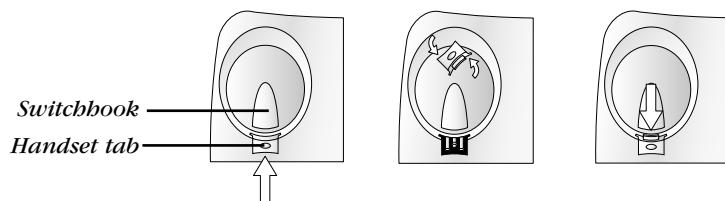
Plug the line cord into the jack labeled **LINE** and thread the cord through the tabs under the phone as shown.



# INSTALLATION

**4 Reverse the handset tab.**

This tab holds the handset when you hang up. Hold down the switchhook, and slide the tab up and out of its slot. Turn the tab so that the end with the "hook" is up. Then insert the tab back into its slot.

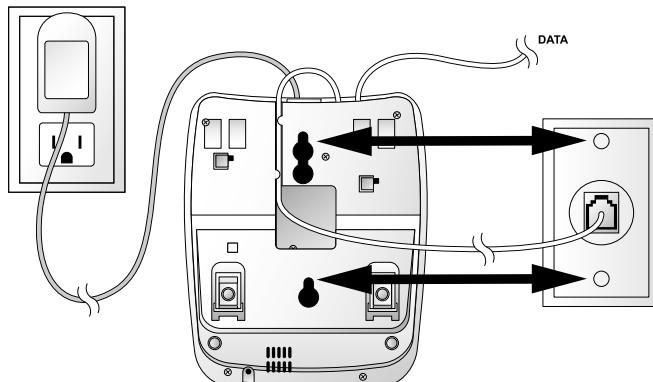


**5 Plug the power cord into the jack labeled POWER.**

**!** Use only the power cord supplied with this product.  
If you need a replacement, call 1 800 222-3111.

**6 Connect the line cord to a modular wall jack and mount the phone on the wall jack.**

Make sure the cord snaps firmly into place. Place the phone on the wall jack mounting studs and pull down until it is held securely.



**7 Follow Steps 5-7 in "Table/Desktop Installation."**

## Data Port

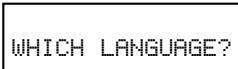
If you want to connect another device (such as a modem or fax machine) to the wall jack, you can use the jack on the phone labeled **DATA**. A call picked up at another extension may interrupt a fax, modem or message transmission.

# FEATURE SETTINGS

**NOTE:** You can exit feature setup at any time by pressing **CLEAR** or by lifting the handset when there is no incoming call. The order features appear in the menu changes after initial setup. For complete feature setup, see pages 8 and 9.

## Language Selection

You can select ENGLISH, ESPANOL (Spanish) or FRANCAIS (French) as the language in which your Caller ID information is displayed. When you first plug in the power cord, the screen displays:



- 1 Press CALL LIST ▲ until the screen displays your language selection.
- 2 Press **OPTIONS**. You will see the Home Area Code setup screen.

## Set Contrast

Adjust screen lighting to a comfortable level, from 1 (light) to 4 (dark).

- 1 Press and release **OPTIONS** until the screen displays SET CONTRAST.
- 2 Press CALL LIST ▲ or CALL LIST ▼ until the screen displays the contrast level you prefer.
- 3 Press **OPTIONS**.

# FEATURE SETTINGS

## Set Home Area Code

You must program your area code, so your phone can properly recognize and dial calls.

If for calls within your area code	You dial	Enter in Step 2
	7 digits (phone number, no area code)	Your home area code
	10 digits (area code + phone number) — OR — 11 digits ( <b>1</b> + area code + phone number)	<b>0 0 0</b>

- 1 Press **OPTIONS** until the screen displays:

HAC-\_\_\_\_  
HOME AREA CODE?

- 2 Use the keypad to enter the three digits of your home area code.  
3 Press **OPTIONS**.

## Set Local Area Codes

You can program up to four local area codes.

If for	You dial	Enter in Step 2
All calls outside your area code	11 digits ( <b>1</b> + area code + phone number)	No local area codes
Some calls outside your area code	10 digits (area code + phone number)	Area codes that do not require a "1"

If you dial 10 digits (area code plus phone number) for calls within your own area code, include your area code as a local area code.

- 1 Press and release **OPTIONS** until the screen displays:

LAC1-\_\_\_\_  
LOCL AREA CODE?

- 2 Use the keypad to enter the three digits of the first local area code. The screen prompts you for the next local area code (LAC2-, LAC3-, LAC4-).  
3 Press **OPTIONS** when you are finished.

# FEATURE SETTINGS

## Set Remaining Features

You can customize how the features of this product work.

- 1 Press and release **[OPTIONS]** until the screen displays the feature you want to set.
- 2 Press CALL LIST **▲** or CALL LIST **▼** until the screen displays your selected setting. Refer to the “Feature Summary” for a full description of the features and your choices.
- 3 Press **[OPTIONS]**.

This saves your selection and automatically moves you to the next option. The phone returns to standby unless you make a selection within 30 seconds. When you finish setting options, wait 30 seconds for the phone to return to standby or press **[CLEAR]** to exit programming.

## Feature Summary

Default settings indicated by \*.

Feature/Options:	Choice:
WHICH LANGUAGE	Choose whether the display appears in English, Spanish, or French.
ENGLISH *	
ESPAÑOL	
FRANÇAIS	
SET CONTRAST	Adjust screen lighting to a comfortable level, from 1 (light) to 4 (dark).
1 2 * 3 4	
SET HOME AREA CODE	Set phone to recognize calls from your area code.
HOME AREA CODE?	
SET LOCAL AREA CODES	Program up to four area codes that do not require dialing a “1” before them.
LOCL AREA CODE?	
LAC1...4	
SET VMW OFF/ON	Set for whether you subscribe to telephone company Message Waiting service.
OFF *	You do not subscribe.
ON	You do subscribe.
VMW RESET	Turn Stutter Detect ON. (It turns off with FSK reception.)
YES *	
NO	

# FEATURE SETTINGS

<b>Feature/Options:</b>	<b>Choice:</b>
<b>VMW LOCK</b>	Check with your phone service provider for more information about signal requirements.
NO *	System turns off Stutter Detect for message waiting.
YES	System receives both Stutter Detect and FSK signals.
<b>CALL HISTORY</b>	Choose which incoming calls are displayed.
ALL CALLS *	The screen displays all calls received.
NO CALLS	The screen displays no call history.
UNANS. CALLS	The screen displays only those calls you (or an answering system) did not answer.
<b>REPEATED CALLS</b>	Choose how calls from the same number are displayed.
COMBINED *	The display shows the most recent call from this number, and REP is displayed.
SEPARATE	Each call from this number is listed separately.
<b>CALL LIST ORDER</b>	Choose in what order calls are displayed.
BY TIME *	Reverse order. Last call received is displayed first.
NEW CALLS FIRST	Unreviewed calls are displayed first, then calls by time.
<b>CALL WAITING</b>	Set for the type of service to which you subscribe.
ON *	For Type II service (screen displays information about call waiting calls).
OFF	For Type I service (screen does not display information about call waiting calls). Also choose this setting if you do not subscribe to any Caller ID services or if you have data equipment connected in series with the phone.
<b>VMW LIGHT RESET</b>	Reset the NEW CALL light to off if it flashes after you have reviewed all voice mail messages.
LIGHT ON	
LIGHT OFF *	

# TELEPHONE OPERATION

## **Redial**

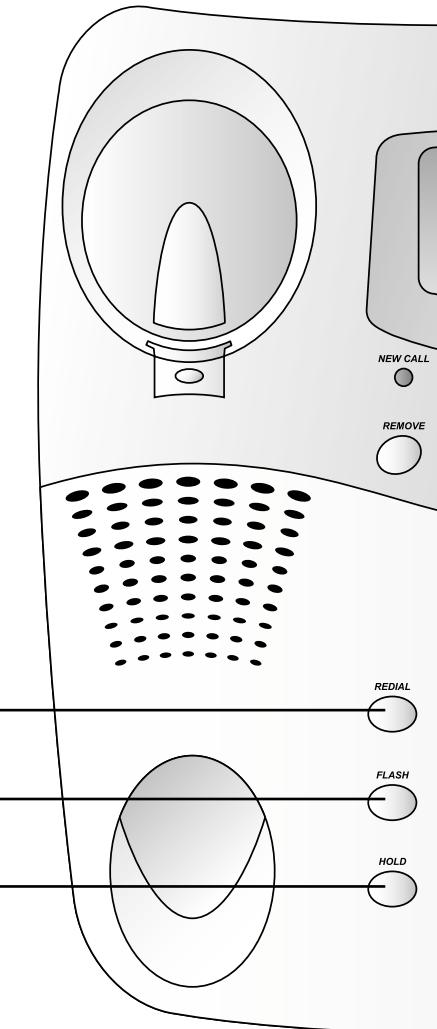
Lift the handset or press **SPEAKER**, then press **REDIAL** to call the last number dialed (up to 32 digits).

## **Flash/Call Waiting**

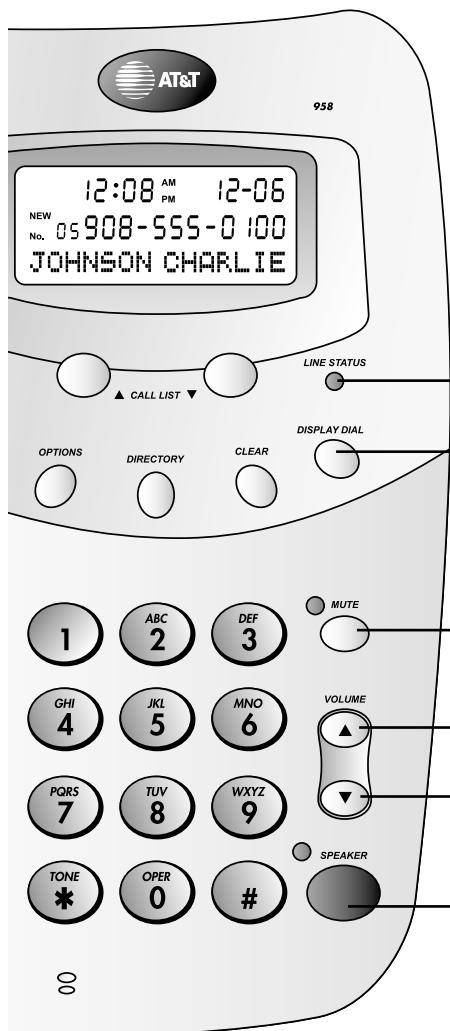
Press to connect to the new call when you receive a call waiting signal. Press again to return to original call. Also use to access other phone company subscriber services.

## **Hold**

Press to put a call on hold. To return to the call, press **HOLD** again, press **SPEAKER**, or lift the handset.

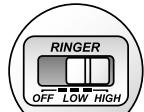


# TELEPHONE OPERATION



## Ringer Volume

Adjust RINGER volume (LO or HI) or turn RINGER OFF.



*Flashes when a call is coming in, or steadily when a line is in use.*

Press to dial number displayed on screen (see CALLER ID OPERATION).

## MUTE

Press to prevent the other party from hearing you (you will still be able to hear the other party). Press again to return to two-way conversation.

## Adjust Handset or Speaker Volume

Press to adjust volume.

## Speakerphone

Press to make, answer, or end a speakerphone call.

**NOTE:** To switch from speakerphone to handset, lift the handset. To switch from handset to speakerphone, press [SPEAKER], then replace the handset.

# TELEPHONE OPERATION

## Screen Icons

Screen Displays:	When:
------------------	-------



Indicates you have unreviewed voice mail.



Indicates a transmission error from phone company.



Flashes when line is ringing. Remains steady when this phone or another phone on the same line is in use.

# TELEPHONE DIRECTORY

This telephone can store up to 50 telephone numbers (with names) that you can dial just by pressing **DIRECTORY**, selecting a directory entry using CALL LIST **▼** or **▲**, and then pressing **DISPLAY DIAL**. When entering a number or name, you can use CALL LIST **▼** to backspace.

Press **CLEAR** at any time to exit directory without saving changes and return to the idle screen.

## Storing Directory Numbers & Names

- 1 Press **DIRECTORY**, then **OPTIONS**.

ENTER NUMBER

- 2 Dial the telephone number you want to store (up to 24 digits)  
— OR —  
Press **REDIAL** to store the last number dialed.
- 3 Press **OPTIONS**.
- 4 Use the chart below to enter a name up to 15 characters (use CALL LIST **▼** to backspace and CALL LIST **▲** to advance or add a space); then press **OPTIONS** to store the name and number.

Dial Key	Presses				
	1	2	3	4	5
1	1				
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9
*	*				
0	0				
#	#				

# TELEPHONE DIRECTORY

**NOTE:** Entries cannot be edited after screen displays STORED.

## Storing a Pause or Flash in a Directory Number

Press **▲** twice to store a pause in the dialing sequence (the screen displays P).

Press **FLASH** to store a press of the flash button (the screen displays F).

## Storing Call History Numbers in Directory

- 1 Press CALL LIST **▲** or CALL LIST **▼** to scroll through the call history.
- 2 Press **DIRECTORY** to store displayed call information in the telephone directory. The screen displays STORED.

## Viewing Directory Numbers

- 1 Press **DIRECTORY**.
- 2 Press CALL LIST **▲** or CALL LIST **▼** to scroll through an alphabetical list of numbers/names stored in the telephone directory  
— OR —  
use the keypad and the chart on page 14 to enter the first character of the name you want to view, then press CALL LIST **▲** if needed to move to the desired name.
- 3 Press **DIRECTORY** to exit.

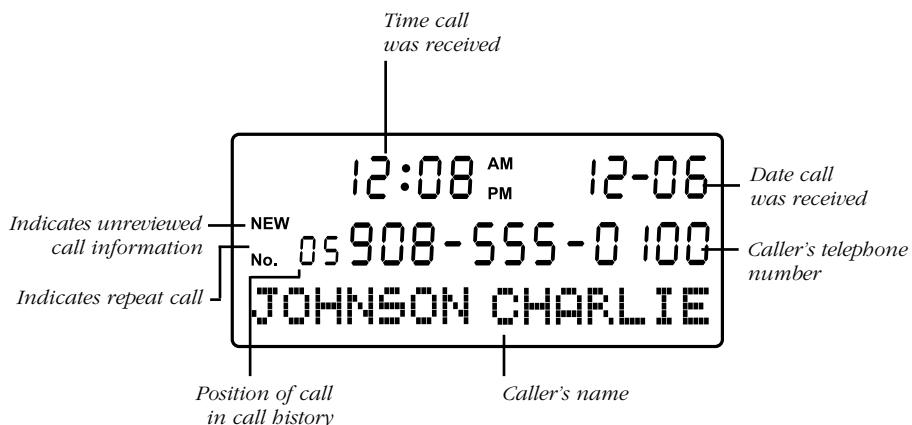
## Dialing Directory Numbers

- 1 Follow directions above to view a directory number.
- 2 Press **DISPLAY DIAL** to make the call. The speakerphone is activated.
- 3 Lift the handset to switch from speakerphone to handset.

## Deleting Directory Numbers

- 1 Follow directions above to view a directory number.
- 2 Press **REMOVE**. The system beeps and the entry is deleted. The screen displays: DELETED.

# CALLER ID OPERATION



## Setting Display Screen Options

You can customize how the Caller ID features of this product work.

See "Set Remaining Features" on page 10 for instructions. For options, see Call History, Repeated Calls, and Call List Order in the "Feature Summary" on pages 10 and 11.

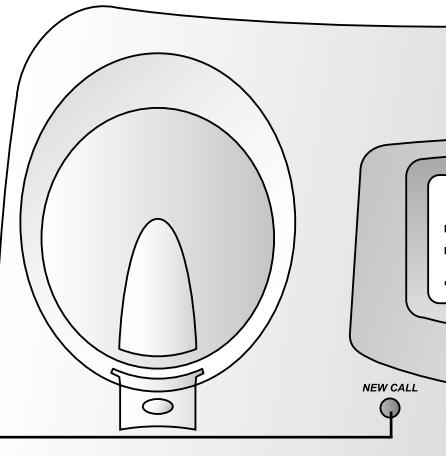
## Display Screen Messages

Screen Displays:	When:
PRIVATE NAME	The other party is blocking name information.
PPP	The other party is blocking number information.
PRIVATE CALLER	The other party is blocking name and number information.
UNKNOWN NAME	Your phone company is unable to receive information about this caller's name.
UUU	Your phone company is unable to receive information about this caller's number.
UNKNOWN CALLER	Your phone company is unable to receive information about this caller's name and number.
EXTENSION USED	An extension phone on this line is being used, so call information cannot be received.

# CALLER ID OPERATION

## **Message Waiting and NEW CALL Light**

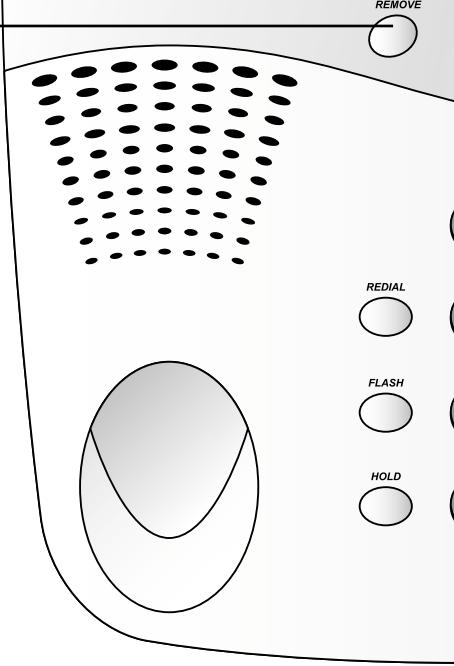
This light stays on when you have received call information but have not yet reviewed it. If you subscribe to a voice mail service, this light flashes when you have unretrieved messages waiting.



## **Removing Call Records**

### **Removing a Specific Call Record**

- 1 Press CALL LIST ▲ or CALL LIST ▼ to display the call record you want to remove.
- 2 Press and release [REMOVE]. The system beeps and the call record is removed.



### **Removing All Calls**

- 1 From the idle screen press and release [REMOVE] until the screen displays (approximately 1.5 seconds):

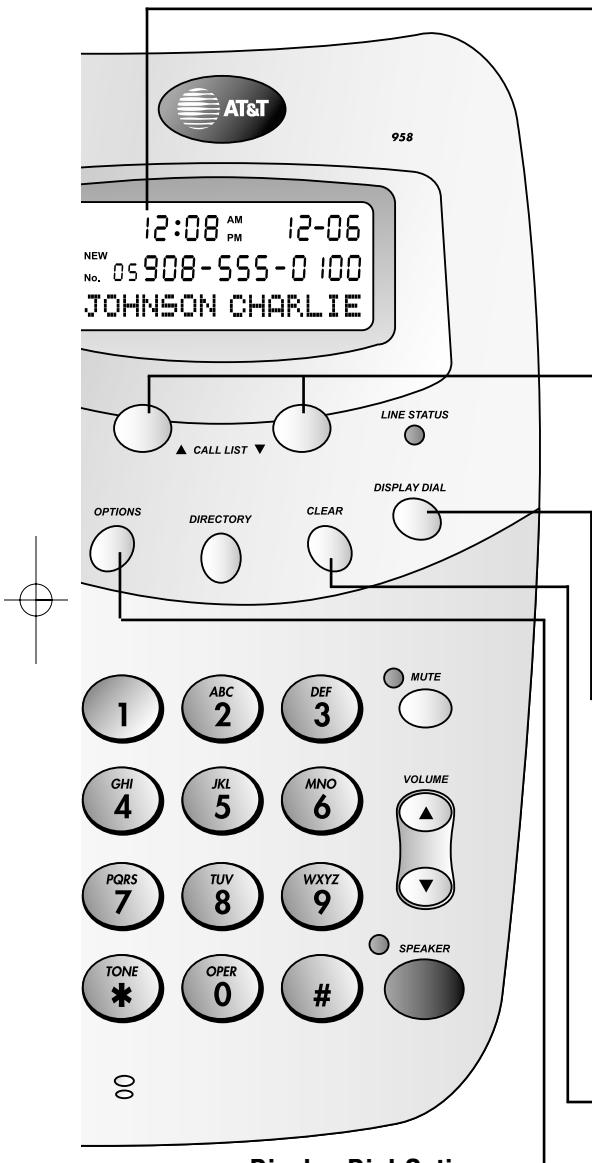
REMOVE ALL?

- 2 Press [REMOVE] again to remove all calls. The screen returns to the idle screen.

0 CALLS/0 NEW

**NOTE:** Once a call is removed from call history, it cannot be retrieved.

# CALLER ID OPERATION



## Display Dial Options

Follow directions for "Reviewing Call History" to display the desired number. While number is displayed, press to scroll through choices for dialing (without area code, with area code, with 1 plus area code).

### Call Display

Between the first and second rings, the screen displays:

- Your caller's name (15 letters are sent by your phone company),
  - The caller's area code and telephone number (area code is not displayed if it is programmed as the Home Area Code),
  - The time and date of the call, and
  - The call's position in call history.
- Call information is displayed for about 30 seconds.

### Reviewing Call History

To review earlier calls, press CALL LIST ▼.

To advance through call history from an earlier call, press CALL LIST ▲.

When you reach the end of call history, the screen displays END OF LIST, then begins again.

### Display Dial

- Press to call the displayed number.
- The screen shows the number being called, the speakerphone is activated, and the call is dialed.
- If the screen displays ERROR PRESENT or NO NUMBER, the present number cannot be dialed.
- You cannot use this feature to dial PRIVATE calls.

### Clear

Press to exit Caller ID Operation and return to the idle screen.

# IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below. For Customer Service, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call 1 800 222-3111. **Please retain your receipt as your proof of purchase.**

## No Dial Tone

- Make sure all plugs are connected properly. Inspect the line cord connections at the modular jack and at the telephone. Also inspect the coiled handset cord connections at both ends.
- Unplug the telephone and connect it to another modular jack. If it still does not work, and other telephones in your home are working, the problem is with this telephone.

## Call Cannot Be Dialed or Is Dialed Slowly

- Make sure you choose the correct Dial Mode (see FEATURE SETTINGS). If you have dial pulse service, you cannot dial numbers with the phone set to touch tone dialing.
- If you have just used the Temporary Tone feature, leave the handset on the base for a few seconds before making another call.

## Telephone Does Not Ring

- Make sure the RINGER switch is not set to OFF.
- If there are several other telephones on the same line, try disconnecting some of the other telephones. Having too many telephones connected can also create problems such as low ringer volume or impaired sound quality during calls.

## Difficulty Storing Numbers in Memory

- Make sure you are pressing the correct sequence of buttons for storing numbers.
- If you are interrupted by a recorded announcement telling you to hang up or by a loud buzzing noise, hang up and try to enter the number more quickly.
- Try calling the number you want to store in memory. When the call is ended, press [ DIRECTORY ], [ OPTIONS ], [ REDIAL ].
- If someone lifts an extension phone while you are storing numbers in memory, programming might be interrupted. Make sure all extensions are on hook while storing numbers in memory.

# IN CASE OF DIFFICULTY

## **Message Waiting/New Call Light Stays On**

- Make sure you have reviewed all calls.
- Unplug the power cord for 10 seconds, then plug it back in.

## **Message Waiting/NEW CALL Light Flashes**

- Make sure you have reviewed all telephone company voice mail.
- Reset the voice mail waiting indicator. Press and release **[OPTIONS]** until the screen displays VMW RESET, press CALL LIST **▲** or CALL LIST **▼** until the screen displays OFF, then press **[OPTIONS]** and wait 30 seconds for the phone to return to standby.

## **Screen is Blank**

- Make sure line and power cords are correctly connected.
- You must subscribe to service from your local phone service provider to see call information on the screen (see “About Caller Identification” in BEFORE YOU BEGIN).

## **Screen Displays **ERR****

The phone has received incomplete or corrupted caller identification information from the telephone company. The phone will display as much information as possible.

## **Screen Displays Extension Used, and None Are**

Check all line cord connections.

## **No Caller ID Information While on a Call**

- Make sure your service provides Caller ID information while you are on a call. This is sometimes known as “Caller ID on Call Waiting,” or “Type II Caller ID.”
- Make sure you have the Call Waiting feature on this phone set to ON (see “Feature Summary” in FEATURE SETTINGS).
- The phone cannot display the information if another phone on the same line is in use. Make sure all extensions are on hook.

## **Screen Displays Wrong Date**

- The date will be corrected with the next incoming call.